



*Virginia Information Technologies Agency*



# VITA Customer Councils Update

**Debbie Secor**

Director, Customer Account Management

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Information Technology Investment Board

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# Sept. 2008 Questionnaire Results

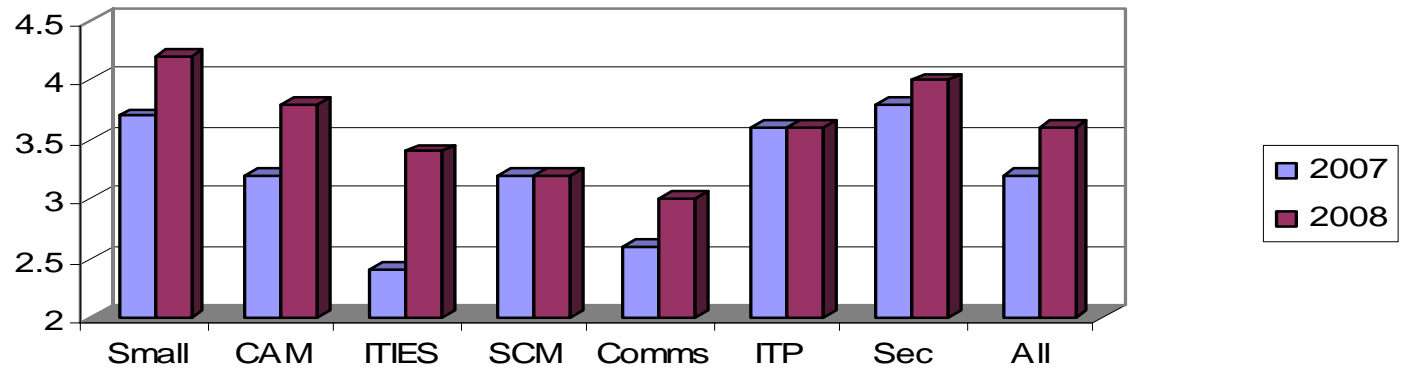
Survey Questions	VITA Customer Councils								
	Small Agency Council	Finance	CAM	ITIES	SCM	Comms	ITP	Security	All Councils
My customer council is addressing the most important customer issues	4.4	4.0	4.0	3.3	3.4	3.0	4.0	4.2	3.8
I'm aware of changes VITA has made as a direct result of recommendations made by the customer councils	4.1	4.0	3.9	4.0	3.5	3.0	4.2	4.0	3.8
I am pleased with improvements in customer service and satisfaction as a result of our customer council work	4.0	3.5	3.2	2.7	2.9	3.0	3.0	3.5	3.2
The communication and information I receive regarding my customer councils meets the needs of my agency.	4.1	4.0	4.0	3.7	2.9	3.0	3.0	4.3	3.6

## Scale:

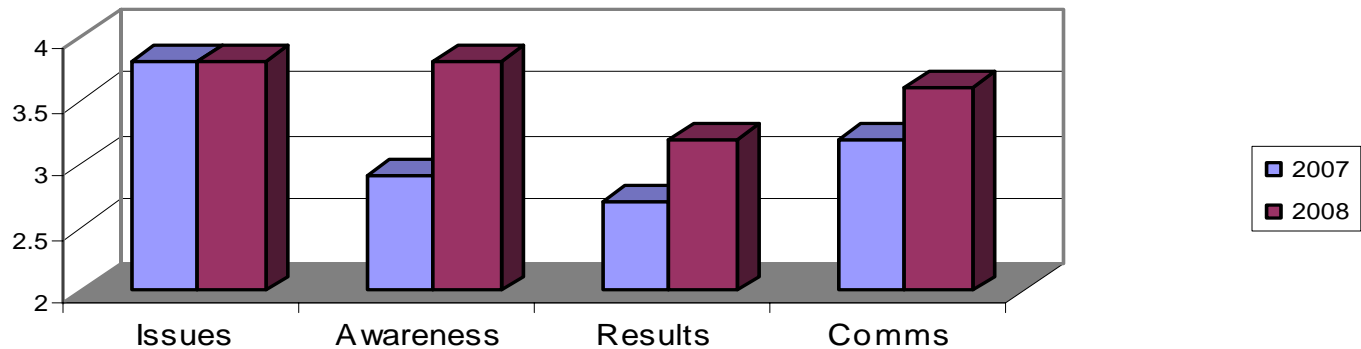
1= strongly disagree, 2= somewhat disagree, 3=I don't know, 4=somewhat agree, 5=strongly agree

# Comparison to 2007

- Averages by Council



- Averages by question





## Customer Council priorities 2008-2009

Council	Priorities
Small Agency	Security compliance with limited resources
Finance	Revenue and budget issues
CAM	Transparency of communications
ITIES	Refine the current IT proj complexity model
SCM	Cost reduction and containment opportunities
Comms	Joint meeting of all councils to enhance communications
ITP	Transformation planning
Security	Reassess Security charter to ensure alignment with COV security policies